

Program and Policy Analyst-Advanced (07-03)
Enterprise Records Officer
Division of Enterprise Operations
Bureau of Enterprise Fleet

This position performs professional program and policy work under the general supervision of the Section Chief of the State Records Center and Mail Transportation in the Bureau of Enterprise Fleet, Division of Enterprise Operations (DEO).

The position will serve as the Enterprise Records Officer with the goal of providing leadership and resources for state agencies in the appropriate retention and disposition of state government records, assuring retention compliance and access to inactive records for the life of the record.

The position will focus on records management training initiatives for state employees, records coordinators and records officers across the enterprise, including developing and coordinating an annual conference on records management. The position will also audit state agency records management programs, as provided under Section 16.62(1)(c) Wis Stats, to assist agencies with their specific records management operations and procedures.

The position is also responsible for administering the Department of Administration's (DOA) public record management program in compliance with state laws and administrative rules. In doing so, the position will implement innovative records management methods, policies and technologies to improve records management at DOA, with the goal of sharing successful initiatives across the enterprise.

40% A. Management of enterprise records management program

- A1. Coordinate the management of DOA records related to retention policy following the standards set forward by the Public Records Board, the State Records Center and Wis. Stats. Chapters 16 and 19 and Administrative Code 12.
- A2. Look for opportunities at DOA to test and analyze innovative records management methods, policies, and technologies that will lead to improved records management efficiencies and compliance. Share successful initiatives across the enterprise.
- A3. Collaborate with the Division of Enterprise Technology on new strategies to identify, appraise, acquire and maintain department retention systems for electronic records, Voice over Internet Protocol (VoIP) and public or private cloud environments. Identify appropriate archival, retrieval and retention issues. Advise and recommend strategies on policies and procedures.
- A4. Provide enterprise training and technical assistance to DOA Records Coordinators and employees to assure DOA Retention Disposition Authorizations (RDAs) are renewed regularly, destruction dates on inventory reports are accurate and user access to the State Records Center's database is current.
- A5. Transfer RDAs when programs move from one DOA division to another. Work with division Records Coordinators to create new RDAs when legislation creates new DOA programs.

- A6. Maintain the enterprise master file on each DOA RDA. Work with division Records Coordinators to maintain, develop and implement records retention schedules in accordance with statewide policies. Work with division Records Coordinators to assure employees are aware of and following appropriate records retention schedules.
- A7. Participate in Records Management Committee and Public Records Board meetings. Serve as tile subject matter expert on behalf of DOA Records Coordinators when RDAs are submitted to the Board for creation, renewal or amendment.

30% B. Development of records management training

- B1. Develop a series of records management subject area training modules for agencies to use to train state employees, Records Coordinators and Records Officers. Continually update modules and look for new options for records management education.
- B2. Work with records management partners to conduct regular Records Officer workshops to help orient new Records Officers and help long-term Records Officers continue to improve their records management programs.
- B3. Work with the Public Records Board Executive Secretary to develop and coordinate an annual conference on state records management policies, practices and procedures in coordination with the Public Records Board and the Wisconsin Historical Society.
- B4. Develop and maintain methods for communication with state agency Records Officers to keep them regularly informed on records management policies, procedures, technologies and initiatives.

25% C. Analysis and evaluation of enterprise records management program

- C1. Conduct operational audits, as provided in Section 16.62(1)(c) Wis Stats, in state agencies with Records Officers, management, and other key personnel for compliance for records management policies and procedures.
- C2. Utilizing Versatile and other data resources, research and analyze agency records management activities and procedures.
- C3. Examine internal records management controls in state agencies, analyze and evaluate state agency records management policies and procedures in alignment with Wisconsin public record laws.
- C4. Prepare a final report to present to agency management and recommend program improvements as options based on the results of the audit.
- C5. Follow up with agencies on improvement plans, provide assistance and respond to questions.

5% D. Other duties as assigned

Knowledges, Skills, and Abilities:

1. Excellent oral and written communications skills.
2. Skill in research and policy analysis.
3. Highly organized with good time management skills, and ability to multi-task and prioritize various issues and projects.
4. Experience working with a high degree of sensitivity and confidentiality.
5. Ability to establish and maintain good working relationships with agency staff, department leadership, legislative representatives, and the public.
6. Ability to respond to contacts in a professional, prompt, and accurate manner.
7. Ability to exercise independent judgment.
8. Knowledge of modern office practices.
9. Knowledge and experience with computer systems and programs including Microsoft Outlook, Word, PowerPoint and Excel.
10. Administrative skills including professional phone etiquette, proofreading, editing skills.
11. Understanding and working knowledge of public records management policies and practices.
12. Expertise in public records management policies and practices desired.
13. Knowledge of training methods/practices.